

Signposting Guide



What does the issue relate to?	Where should signpost the student to?	How to get there
Academic and Study Skills Advice	<p>Study Skills Advisers: The university offers support through study skills advisers who can help you with:</p> <ul style="list-style-type: none"> • Developing your assessments • Understanding feedback • Improving critical thinking and time management • Enhancing the structure and language of your academic writing 	<p>You can reach out to them via email at studyskills@glos.ac.uk or visit the Student Achievement team site for more information.</p>
Suspected academic breaches and university complaints.	<p>The SU Advice Service: We can offer support through academic processes, listen to your concerns, and help you weigh up your options. We are here to support you in reaching the best possible outcome for your given situation!</p> <ul style="list-style-type: none"> • Have you been accused of a 'breach' of academic regulations? • Do you feel like you need an advocate for you in a meeting with the University? • Do you feel that the University isn't upholding their side of the student charter? • Are you unsure of where to turn to first? 	<p>You can book an meeting using the following link: https://outlook.office.com/book/AdviceService@connectglos.ac.onmicrosoft.com/?login_hint</p> <p>We can be contacted at suadvice@glos.ac.uk but the best way to reach us is by completing the bookings form.</p>
Accommodation	<p>1. Housing Support Team</p> <p>The Housing Support Team is available to assist you with:</p> <ul style="list-style-type: none"> • Searching for accommodation • Reading contracts and paperwork • Communicating with landlords 	<p>You can contact the Housing Support Team at:</p> <ul style="list-style-type: none"> • Phone: 01242 715322 • Email: housing.support@glos.ac.uk

	<ul style="list-style-type: none"> Addressing any issues that arise in your property <p>2. Accommodation Team</p> <p>For general inquiries about accommodation, you can reach out to the Accommodation Team:</p>	<p>You can contact the accommodation team at:</p> <ul style="list-style-type: none"> Phone: 01242 714544 Email: accommodation@glos.ac.uk
Money advice	<p>Money Advice Team</p> <ul style="list-style-type: none"> Services Offered: <ul style="list-style-type: none"> Confidential advice on budgeting, funding, and financial planning. Guidance on student finance applications and entitlements. Support for accessing bursaries, scholarships, and emergency funding. 	<ul style="list-style-type: none"> Phone: 01242 714535 Email: moneyadvice@glos.ac.uk Office Hours: Monday to Friday, 9 am – 5 pm
Provide feedback on general university life and facilities	<p>Voice It is the SU's online feedback tool that allows students to voice their experiences, good or bad, about anything at UoG.</p> <p>Whether it's an issue concerning your course, the facilities around campus, food options in the canteen, or anything else - we want to know, and Voice It is the best place for the SU to hear your feedback.</p>	<p>https://www.uogsu.com/feedback/voice-it/</p>
Suggested changes you would like to see be made at the University.	<p>Change It is your chance to make a difference. It's a forum where you can submit ideas or motions to improve life at UOG. For your idea to be discussed at Student Council, it needs at least 25 upvotes. You have 3 months from posting to gather the required support.</p>	<p>https://www.uogsu.com/feedback/change-it/</p>
Careers Support	<p>Career Studio Support</p> <ul style="list-style-type: none"> Location: You can visit the Career Studio in person at: <ul style="list-style-type: none"> Francis Close Hall (Clegg 005) 	<p>You can go to the your future plan portal –</p> <p>https://futureplan.glos.ac.uk/students/login?ReturnUrl=/student</p>

	<ul style="list-style-type: none"> ○ Oxstalls (Business School Atrium) ● Hours: Open Monday to Friday, 11 AM – 3 PM. No appointment is needed, but you can also book a Teams appointment if you prefer. <p>Services Offered</p> <p>The Career Studio provides support in several areas, including:</p> <ul style="list-style-type: none"> ● CV advice ● Job applications ● Interview preparation ● Finding placement or graduate jobs ● Work experience opportunities ● Exploring career possibilities 	<p>s/infopages/detail/280</p>
Mental Health and Well-Being	<p>Mental Health and Wellbeing Support</p> <ul style="list-style-type: none"> ● Mental Health and Wellbeing Advisers: They offer confidential, one-to-one support for students experiencing difficulties with their mental health. You can contact them for advice, referrals, and ongoing support. <p>Counselling Services</p> <ul style="list-style-type: none"> ● The university provides a Counselling Service that is free and confidential, offering support for emotional, psychological, or mental health difficulties. 	<p>To contact the mental health and wellbeing team:</p> <ul style="list-style-type: none"> ● Email: mhw@glos.ac.uk ● Phone: 01242 714541 <p>To contact the counselling service:</p> <ul style="list-style-type: none"> ● Phone: 01242 714542 ● Email: counselling@glos.ac.uk ● Location: Francis Close Hall (FCH), Swindon Road, Cheltenham
Students' with Disabilities	<p>Disability Support Team</p> <ul style="list-style-type: none"> ● Services Offered: <ul style="list-style-type: none"> ○ Confidential, one-to-one support for students with disabilities, including learning difficulties, mental health conditions, sensory impairments, and chronic medical conditions. ○ Assistance with applying for the Disabled Students' Allowance (DSA). 	<ul style="list-style-type: none"> ● Location: Park Campus – FW-102, University of Gloucestershire, The Park, Cheltenham, GL50 2RH ● Phone: 01242 714541 ● Email: disability@glos.ac.uk

	<ul style="list-style-type: none"> ○ Advice on disability access and reasonable adjustments. ○ Support with academic needs, including extensions and extra time for assessments. 	
International Student Support	<p>International Team –</p> <ul style="list-style-type: none"> • Visa and Immigration Support: Assistance with visa applications and compliance. • Accommodation Guidance: Information on university accommodation options and private housing. • Healthcare Information: Guidance on registering with the NHS and accessing healthcare services. • Cultural Integration: Support for adapting to life in the UK, including advice on local customs and practices. 	<ul style="list-style-type: none"> • Email: international@glos.ac.uk • Phone: +44 (0) 3330 141414 • Location: Pittville Student Village, Laurie Lee Building, Albert Road, Cheltenham, GL52 3JG
Get involved with sport or societies	<p>You can join a sport or society anytime and you can find a list of all our student groups on the SU website.</p> <p>You could also go to a Move Your Way session, which focuses on promoting physical activity and wellbeing within the university community, offering various activities that you can participate in without needing any prior experience or equipment.</p>	<p>Find A Society https://www.uogsu.com/societies/find-a-society/</p> <p>Find a Sports Club https://www.uogsu.com/sport/find-a-club/</p> <p>Move Your Way - Email: moveyourway@glos.ac.uk</p>

